

## CLAIMS

We claim:

1. A process for managing an integrated information technology (IT) system having  
2 a plurality of components and providing a plurality of services, the process comprising  
3 the steps of:

4 collecting, at each of the components, usage data indicating an amount of use  
5 each component receives in providing each of the services;

6 reporting the usage data of each component for each service;

7 constructing a valuation function for valuing each service;

8 correlating each service with each component used to provide said service; and

9 determining from said correlated services and components a value of each  
10 component and a value of said IT system.

1. The process according to claim 1, wherein said value is determined from usage  
2 statistics accumulated at each component.

1. The process according to claim 2, further comprising the step of evaluating a  
2 worth of each component based on multiple uses of said component in multiple services  
3 performed by said IT system.

1. The process according to claim 1, further comprising the step of constructing a  
2 relationship table identifying the components used in providing each service, wherein a  
3 configuration management process is fed by a change management process in order to  
4 maintain the relationship table as changes to said IT system are made.

1. The process according to claim 1, wherein valuing a given service comprises  
2 determining a value for each transaction conducted in providing that service.

1. The process according to claim 1, further comprising the step of providing for  
2 each component an agent for accumulating transaction data regarding services provided  
3 using that component.

1       7.     The process according to claim 6, wherein said value is determined in said  
2     determining step in accordance with the transaction data.

1       8.     The process according to claim 6, wherein said transaction data includes the type  
2     of transaction and a value associated therewith.

1       9.     The process according to claim 6, further comprising the step of reporting the  
2     transaction data.

1       10.    A system for managing an IT infrastructure having a plurality of components for  
2     providing a plurality of services, said system comprising:  
3         an agent associated with each of the components, said agent identifying each  
4     transaction of a service performed by said IT infrastructure;  
5         a information collection system for collecting from said agents transaction  
6     information relating to each service performed, said system determining from said  
7     transaction information which of said components are involved in said transaction.

1       11.    The system according to claim 10, wherein said information collection system  
2     provides a report which identifies for each service the value of said service and the value  
3     of the components used in providing said service.

1       12.    A system for managing an IT infrastructure comprising:  
2         an information technology process model which defines a plurality of groups of  
3     processes defining information flow for an integrated management model defining the IT  
4     infrastructure for a plurality of IT services; and  
5         a plurality of agents for monitoring each component of said IT infrastructure, said  
6     agents collecting transaction information identifying each transaction by service type;  
7         said agents reporting over said IT infrastructure transaction information to said  
8     information process model whereby said information is used by said model.

1       13.    The system for managing an IT infrastructure according to claim 12 wherein said  
2     information is processed to provide a table which identifies for each component the

3 service in which the component participates.

1 14. The system for managing an IT infrastructure according to claim 13 wherein said  
2 information from said agents are processed to derive a second table identifying the total  
3 value of each service based on said information.

1 15. The system for managing an IT infrastructure according to claim 14 wherein said  
2 total value is determined for at least some of said services based on the number of  
3 transactions performed by said services.

1 16. The system for managing an IT infrastructure according to claim 13 wherein said  
2 first table includes a valuation of each component based on its participation in each of  
3 said services.